

2017 HOMELESS SUMMIT AGENDA October 9-10, 2017

Grand Traverse Resort

OCTOBER 8, 2017

EARLY REGISTRATION Grand Traverse Resort Lobby

4:30 – 6:00 p.m.

OCTOBER 9, 2017

7:30 – 8:30 a.m. RegistrationGovernors Ballroom Lobby
BreakfastGovernors Ballroom

8:30 a.m. WelcomeEarl Poleski, MSHDA ED
Welcome to TCSenator Wayne Schmidt

9:00 a.m. Deb DeSantis/CSH President/CEO

10:00 a.m. BREAKOUT SESSIONS (60)

- **Falling Through the Cracks**

Iain DeJong, President and CEO, OrgCode Consulting, Inc.

To stop people from falling through the cracks, service providers and CoCs need to think creatively and intentionally about how to fill the cracks. What seem like insurmountable problems (too much income to qualify for programs, poor credit history, past evictions, criminal record) but otherwise lower or moderate acuity, can challenge a community to respond effectively when the more dominant service options like Rapid Re-Housing and Permanent Supportive Housing are less likely to be an appropriate fit. In this session, participants can expect to learn how to leverage knowledge of existing community residents with comparable issues, and practically develop strategies that they can immediately put into place in their community like diversion, brief interventions, and the use of trained peer supports.

- **Advocating for Education & Employment for Youths**

Stefanie McLeod, Monroe Public Schools, McKinney-Vento/Foster Care Liaison

Patricia Kane, Monroe County Intermediate School District, Youth Opportunity Program Coordinator

This session will provide an understanding of McKinney-Vento Law, show how McKinney-Vento funds can be used to ensure equitable education of homeless preschool and K-12 youth, and provide examples for outreach and collaboration with local agencies. It will also give attendees intervention, recruitment, and job retention strategies.

- **Implementing SOAR in a Hospital Health System**

Amber Cunnings, Saint Joseph Mercy Oakland, LMFT Coordinator for Behavioral Medicine

Jodi Ostroskie, Saint Mary Mercy Livonia, SOAR Coordinator

History of idea and implementation; training, cohort development, SOAR role/complex case management, data measurement, ROI, etc.

- **Housing Interagency Service Team (IST) Collaboration**

Laura Hillman, St. Clair County DHHS, Family Independence Manager

Amy Bark, Blue Water Community Action, Asset Management Supervisor

Attendees will learn what IST is: the benefits of collaboration, that it is based on the Child Death Review in St. Clair County, how it began and how the designed their forms and processes, and complete a practice scenario completing a mock IST.

- **Integrating Strength Based Practices Across the Continuum of Housing & Homeless Services**

Anna Diaz, Community Rebuilders, Chief Operating Officer

Jeffrey King, Community Rebuilders, Director of Advancement and Communication

Engaging consumers in solution oriented context—focusing on consumer goals, wants and needs, offers consumers hope and opportunity—the need for follow up and follow through; recognizing natural supports and past successes as a building block for future success; the importance of listening; how past experiences with housing providers or supports impact a persons expectations of future housing successes; providing what people want: how consumer driven services reduce resistance and ambivalence, consumer designed services – utilizing consumer feedback to build better services.

- **Youth Outreach: Reaching Hard-to-reach Youth in Michigan**

Benjamin Moe, Catholic Charities Diocese of Kalamazoo, Director of Ark Services

Christina Hayes, Catholic Charities Diocese of Kalamazoo, Youth Independent Living & Outreach Supervisor

Discuss use of drop-in centers, street outreach, community collaboration, and other means of recruitment for homeless youth services, review definitions/categories of homelessness, eligibility for housing and other services, and discuss how to balance youth needs with available resources. Prioritization tools and application use with youth will be covered, as well as discussion of other variables common for unaccompanied youth, available community resources for homeless/unaccompanied youth, and identify gaps in service that may need to be addressed. Plan for simple action steps to address these gaps.

11:15 “WHY I DO THIS WORK”: Individuals proclaim why they work within Michigan’s Homeless Delivery System

11:30 p.m. LUNCH

**12:30 p.m. WHAT WILL IT TAKE TO END CHRONIC HOMELESSNESS? John Peterson, CSH, Facilitator
Panel:**

- **Iain DeJong, OrgCode Consulting**
- **Beverley Ebersold, USICH**
- **Catherine Distelrath, Southwest Housing Solutions, CAM Manager**
- **Stacy Brackins, PATH/Case Manager**

1:45 p.m. BREAKOUT SESSIONS

- **Vocationalizing our Homeless Response Systems: Coordinated Entry to Service Delivery**

Heather Muller, CSH, Senior Program Manager

Attendees will learn about Vocationalizing at the system level/Coordinated Entry (CE) (what is CE, examples of Houston’s CEs with access to become integrated; Vocationalizing at the service delivery level (overview of all income service types that can/should be considered when building out a Homeless Response System); and “Back of the Napkin” exercise (think about what it looks like in your system today, what you want it to look like, and how to get there).

- **A Community Plan to End Youth Homelessness**

Tina Allen, Northwest Michigan Continuum of Care, Coordinator

Abby Jordan, Traverse City Area Public Schools, McKinney-Vento Regional Coordinator and District Liaison, Homeless Youth Initiative Chair, Foster Care Liaison

David VanHorn, Goodwill Industries of Northern Michigan, Human Services Worker

Learn how this Youth Homelessness Demonstration Project recipient team will/has created a Community Plan focusing on Youth Homelessness including innovative ideas, best practices for rural areas, planning beyond funding opportunity; how they will involve Youth in every facet of decision making, forming the Youth Advisory Board, form a true decision making partnership, and value expertise; developing projects that work, project design with and without funding, scheduling implementation, and next steps.

- **Landlord Outreach**

Michelle Davis, Housing Resources, Inc., Executive Director

Alisa Parker, Legal Service of South Central Michigan, Supervising Attorney

Catherine Distelrath, Southwest Counseling Solutions, CAM Manager

Douglas Gardner, Landlord, Retired Michigan Air National Guard, Battle Creek Rental Roundtable Member

Nonprofit housing and homeless service providers and a landlord will describe their work with homeless families and individuals to improve relationships with area landlords and to educate area landlords about their rights and responsibilities as rental property owners. The goal is to develop better relationships with owners/landlords to provide more opportunities for those experiencing homelessness to find safe, affordable housing.

- **Military Cultural Competencies: Increasing Health & Housing Stability Among Veterans Experiencing Homelessness**

Shawn Dowling, VA Ann Arbor Healthcare System, Coordinator

In order to effectively meet the needs of Homeless Veterans and their loved ones, we must understand military culture, the impact of military service, and the process of integration back into civilian life. Understanding the impact of combat and coping mechanisms used by our Veterans empowers providers to serve the Veterans in the most culturally appropriate manner.

- **Coordinated Entry: How to Prepare for 2018**

Christina Soulard, Salvation Army Social Services of Kent County, Housing Services Director

Jesica Vail, Grand Rapids Area Coalition to End Homelessness, Coordinator

Coordinated Entry is a best practice and HUD requirement for each community's homeless crisis response system. Attendees will hear about the evolution of this work in Kent County and take away lessons learned in preparation for HUD's January, 2018 deadline for a fully implemented Coordinated Entry process. Highlighted elements include the importance of strong prioritization practices, identification of and ongoing coordination with housing resource providers, and methods for implementing Coordinated Entry to fit local need.

- **Integrated Service Delivery**

Paula Kaiser Van Dam, MI Department of Health & Human Services, Bureau of Community Services Director

Phillip Bergquist, MI Department of Health & Human Services, Bureau of Community Services, Policy and Strategic Initiatives Manager

Attendees will learn about the MDHHS Integrated Service Delivery (ISD) pilot and state rollout. This new system will deliver services in ways that recognize and support the unique needs of each person, work with partners who support and aid people in achieving self-sufficiency and independence, and educate and encourage individuals and communities to support health behaviors and lifestyles. The presentation will give an overview of the new ISD portal and will outline the four focus areas: The new MiBridges, Universal Caseload Management, Contact Center, and Support Services.

3:30 p.m.

BREAKOUT SESSIONS

- **Offender Services**

Angela Sprank, Region 4 Offender Services Program, Community Coordinator

Crissa Blankenburg, Offender Success Liaison

The Vocation Village, which operates out of the Richard A. Handlon Correctional Facility in Ionia, is a first of its kind skilled trades training program that aims to provide a positive learning community for prisoners who are serious about completing career and technical education. A second site will be operating soon at Parnell Correctional Facility in Jackson. The vision of Offender Success is that every offender released from prison will have the tools needed to succeed in the community and the opportunity to utilize those tools to be productive, self-sufficient citizens.

Data has supported that high crime rates are linked to low wages and unemployment. In our mission to reduce crime we implement a seamless plan of services, supervision and opportunities with the goal of obtaining employment and self-sufficiency. We accomplish this by targeting identified needs of returning citizens in hopes to thereby reduce their risk of recidivism. Homelessness and affordable housing, especially in Region 4, serves as a constant challenge to the accomplishment of our goal. Our returning citizens are being released with the skills and many times a job upon release but they have no housing. We want to partner with our local COC, HARA and PATH Outreach Coordinators to team up and overcome this challenge.

- **Harm Reduction & Enhanced Property Management: Supportive Housing Practices for Highly Vulnerable Populations Impacted by Homelessness**

Carole McCabe, Avalon Housing, Executive Director

Aubrey Patino, Avalon Housing, Associate Director, Services

Attendees will learn the concepts of Harm Reduction and Enhanced Property Management within the framework of supportive housing and health stabilization among the chronic homeless population and frequent users of emergency services. Both practices are integral within a Housing First approach and outcome data from Avalon's FUSE project will be presented demonstrating the success of improved health and stability.

- **Tour/Carson Square and Safe Harbor**

Join us for a tour of the new home for **Safe Harbor**, a volunteer-run seasonal emergency shelter that has operated for nearly 14 years as a faith-based rotating shelter. A network of 24 area churches will continue to staff the 65-bed shelter, and in addition, the new facility will feature a year-round Housing & Human Services Resource Center. The HHSRC will feature partners within the COC working together to end homelessness in our community. This is a special sneak peek -- the shelter won't officially open until early-November.

The second stop will include end-of-day refreshments and tour at **Carson Square**, Traverse City's newest 36-unit 100% Permanent Supportive Housing development, with 11 units dedicated to chronically homeless individuals. Site staff and local partners will share about the successes and challenges of lease up, opportunities for community engagement and strategies to assist tenants maintain housing.

- **Yoga for Every Body, Anywhere!**

Yoga for Health Education

Join us for an informative and playful practice of yoga. Simple, yet *challenging enough* moves, can make you feel so energized, yet peaceful. Working the body in a safe progressive way, the mind begins to settle down and you think more clearly, stimulating your creative powers. Yoga is the perfect antidote for the stresses of our times. Join the staff from Yoga for Health Education for a yoga session tailored just for you. Wear loose, comfortable clothing and prepare to take off your shoes and work barefoot.

We will use the walls, chairs, and open space and prove yoga can be done anywhere. You will never be forced to do anything that doesn't feel right for you, and you can join in as you feel inspired.

Research tells us that yoga is the best medicine for your back and your mind, and for chronic pain, not to mention it has many other side effects, all positive! Enhance your conference and give yourself the gift of a Yoga practice.

- **Human Trafficking: A Michigan Reality**

Jane White, Michigan Human Trafficking Task Force, Executive Director and Founder

Compare the federal and state statutes of human trafficking along with social ramifications, identify health needs of multiple stages of victims of trafficking that are both chronic and extended, learn the myths of trafficking that are common and contrasting the reality of each described factor, and explore the adolescent brain and social factors in consideration of how to collaborate in addressing the need of support for the adolescent.

- **School Engagement in HUD Coordinated Entry Systems**

Julie Ratekin, Wayne Metropolitan Community Action Agency, Homeless Youth Services Manager

Sara Orris, Oakland Schools, Homeless Student Services Consultant

This session will show how community partnerships can benefit both the housing providers and the schools in working with homeless students. A general overview of the McKinney-Vento and HUD definitions of homelessness will be given. Presenters will ask group to find similarities and focus on those clients whom are homeless by BOTH. Following this discussion, an overview of the how schools have partnered with coordinated assessment will be given. Participants will work through different scenarios and discuss collaboration in order to come up with realistic options. Finally, presenters will discuss HMIS, PIT, and ways homeless liaisons can assist and contribute.

OCTOBER 10, 2017

8:00 a.m. Breakfast

9:00 a.m. CoC Panel of Experts

Panelists:

- ***Iain DeJong, OrgCode Consulting***
- ***Mercedes Brown, Washtenaw County Office of Community & Economic Development***
- ***Tasha Gray, Homeless Action Network of Detroit, Executive Director***
- ***Ashley Halladay-Schmandt, Northwest Michigan Community Action Agency, Clinical Manager of Homeless Programs***

Leadership Discussion - what does it take to effectively lead within a community that wants to end homelessness? How do you balance the desire of organizations to deliver their own programs within the context of trying to deliver a system of care? This facilitated discussion with two community leaders will showcase the opportunities and challenges in aligning an entire community towards ending homelessness.

10:15 a.m. BREAKOUT SESSIONS

- **Basics of Housing Case Management**

Iain DeJong, OrgCode Consulting, Inc., President and CEO

This is an abbreviated version of an all-day session on increasing housing retention rates for people with moderate and higher acuity. Focusing on the highlights of what it takes to keep people with longer histories of homelessness and more complex and co-occurring issues housed, the session walks participants through the necessary ingredients of understanding change towards housing stability, especially in the period soonest after move-in. Participants in the session can expect to learn more about fundamental practices in ensuring there is alignment between what the supports offer and the client's understanding of those supports, effective goal setting, and, the essential and sequential steps to housing stability.

- **We Have Lots of Data: Now What?**

Laurel Burchfield, Michigan Coalition Against Homelessness, Manager of Marketing, Growth and Development

Kittie Tuinstra, OCEANA'S HOME Partnership, Executive Director

This session will cover some basic reporting tools within HMIS and supply participants with concrete ideas of ways that they can use this data to make their program, and their CoC, more effective.

After understanding what data is available and how to access it, participants will be led through real examples of how data empowers decision making. Program evaluation and adjustment first requires a strong understanding of results. Elected officials are moved by thorough arguments based in numbers and require constituents and advocates have a strong quantitative understanding of the needs and impact of resources in their district. Grant applications require accurate numbers to illustrate to the funder the value that their investment will make in a community. Through accessing and utilizing data, programs can increase their effectiveness and make a larger impact on their goals.

- **Improving Whole-Person Health Through Integrated Health and Social Services**

Melissa Brown, UnitedHealthcare myConnections, Senior Network Development Specialist

Carrie Leverett, UnitedHealthcare myConnections, Community Housing Partnership Manager

Describe factors other than clinical performance that are driving health outcomes, define Social Determinants of Health, discuss at least three ways Social Determinants of Health can impact lives, and examine an integrated model of Health and Social Services and the challenges of this approach.

- **Securing State ID & Vital Documents**

Debra Hendren, Community Housing Network, Director of Community Programs & Outreach

Elizabeth Kelly, HOPE Adult Shelter & Recuperative Care Center, Executive Director/CEO

In this session, the presenters will provide practical advice, tools and resources to help your client secure a birth certificate including information on fee waiver/reduction options, secure a state ID with one trip to the Secretary of State branch office, lists of acceptable “alternate” proof documents for those experiencing homelessness, and information on securing a social security card replacement without a state ID.

- **CoC: Identifying and Leveraging Funding To End Homelessness**

Sakura Raftery, Goodwill Industries of Northern Michigan, Director of Housing

Jesica Vail, Grand Rapids Area Coalition to End Homelessness, Coordinator

Betty Zylstra, The Salvation Army Social Services of Kent County, Executive Director

Communities are tasked with housing those presenting as homeless within their communities with limited resources to tap into. This session will explore ways to identify less traditional funding sources for homeless activities in either an urban or rural community.

- **Ending Veteran Homelessness in Michigan**

Lisa Chapman, CSH, Senior Program Manager

Kelly Rose, Michigan State Housing Development Authority, Chief Housing Solutions Officer

Anna Diaz, Community Rebuilders, Chief Operating Officer

Randy Leffel, Michigan Veterans Affairs Agency, Quality of Life Strategy Analyst

Ending veteran homelessness in Michigan is achievable, and through best practices each CoC in Michigan can accomplish this goal. Key national, state and local leaders will discuss the current progress taking place in ending veteran homelessness in Michigan and throughout the country.

12:00 p.m. LUNCH

12:45 p.m. AWARDS

1:15 p.m. BREAKOUT SESSIONS—(60/90)

- **What’s New in HMIS?**

Jill Shoemaker, Michigan Coalition Against Homelessness, System Administrator

Kaity Hemgesberg, Michigan Coalition Against Homelessness, System Administrator

Shanna Cherubini, Michigan Coalition Against Homelessness, Data Analyst/HMIS System Administrator

SP6: what we know about the new platform and rollout, and the timeline, and plan; new HMIS reporting tool; changes to HMIS/Program regulations taking effect 10/1/17; and key data entry protocol changes from state partners.

- **Keys to Effective Emergency Shelter**

Deborah Nelson, HOPE Recuperative Care Center, Shelter Manager

Rebecca Fitzgerald, HOPE, Data Quality Manager

Julia Drew, HOPE Adult Shelter, Shelter Manager

Trauma informed homeless services emphasize the importance of choice for consumers, they create predictable environments that allow consumers to rebuild a sense of efficacy and personal control over their lives. Participants will learn how implementing client focused philosophy of sheltering, such as trauma informed care, enhances engagement and reduces eviction. You will also understand how collaboration helps prepare the consumer for housing and enhances successful post shelter housing.

- **Diversion Update**

Lindsey Bishop Gilmore, CSH

Terra Linzner, Cass Community Social Services, Inc., Development Director

Meghan Takashima, City of Detroit, CoC Board Chair

Catherine Distelrath, Southwest Counseling Solutions, CAM Manager

This is a follow up session from the 2016 Homeless Summit following the Detroit diversion pilot for families in Detroit. Panelists will include perspectives of the key funders and staff at the lead agency implementing the pilot. Additionally, the session will highlight the plan to expand diversion throughout the coordinated entry system.

- **Take A.C.T.I.O.N.: Opioid Overdose Prevention & Education**

Chin Hwa (Gina) Dahlem, University of Michigan School of Nursing Faculty

John Schippers, eWashtenaw

This session provides a broad overview of the Shelter Association of Washtenaw Counties programs and implementation of opioid overdose education and naloxone training for shelter staff. You will learn the epidemiology of opioid overdose and strategies to prevent opioid overdose, the rationale and impact of opioid overdose education and naloxone distribution programs, and hear how shelter staff can incorporate overdose education and naloxone in homeless shelters.

- **The Better Health through Housing: A Collaboration Between Permanent Supportive Housing Providers And the Health Care System**

Abbie See, Center for Housing and Health, Housing Supportive Services Specialist

Brandi Calvert, Center for Housing and Health, Director, Housing Special Initiatives & Strategy

Attendees will understand the benefits of collaboration between health care sector and utilization, and learn to strengthen communication between Housing Providers and Hospitals/Managed Care Organizations.

- **McKinney-Vento Education Update: Changes Under the “Every Student Succeeds Act”**

Pam Kies-Lowe, MI Department of Education, State Coordinator for Homeless Education

Karen Roy, Mecosta-Osceola Intermediate School District, Director of Special Projects

Overview of the McKinney-Vento (MV) Act: review of the Education statutes, overview of new provisions, changes to the MV Education definition of homeless, changes in duties and School Stability, Enrollment & Participation, and Preschool requirements, Q & A as the Act applies to local and regional collaboration between these sections of the McKinney-Vento Homeless Assistance Act, as amended by ESSA.